

IT Professional Technical Services Master Contract Program T#:902TS

Statement of Work (SOW) For Technology Services Issued By

Office of the Minnesota Secretary of State

Project Title OSS SVRS/ERS Staff Augmentation FY14

Service Category: Analyst-Business

Business Need

The Minnesota Office of Secretary of State (OSS), Elections Division is seeking Professional/Technical Services to augment existing development staff on several active projects involving voter registration and election reporting:

OSS created and deployed a new Statewide Voter Registration System (SVRS) in June of 2004, and since that time has continued to maintain and enhance the system. SVRS includes voter registration, absentee balloting, precinct and district maintenance, and other voter-related functionality. Additional features and enhancements are planned for the 2013-14 elections which will need to be substantially complete by November of 2014. SVRS is written in C#.NET using a Microsoft SQL Server database, and deployed on a web farm.

OSS developed an Election Reporting System (ERS) beginning in 2000, using Active Server Pages (ASP) and SQL Server. ERS is written in C#.NET using an Microsoft SQL Server database. This system is also deployed on the web farm and is responsible for ballot data creation, election night reporting, media file generation, and county reporting. Associated products are the online Polling Place Finder, which allows a voter to view polling locations and current election and ballot data, and the Voter Information Portal (VIP), which provides voters with the ability to look up the status of and update their voter registration or absentee ballot information, and view candidates on their ballot.

We currently employ staff to manage, design and develop these applications, but augment our development teams with consultants in order to meet short-term schedules and to provide other skills. The focus of the projects will be to complete and deploy versions of SVRS, ERS and VIP as needed, in time for the 2013 and 2014 Election cycles. Stakeholders include OSS Management and OSS Elections Division.

The continuing development of the Statewide Voter Registration System is a central component of the agency strategic plan, given the importance of elections in the state and recent state and federal laws. The Election Reporting System is a visible and critical part of the election process, which provides election data to the media and public.

This Statement of Work does not obligate the state to award a contract or complete the project, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The state also reserves the right to perform a “reverse auction” among qualified vendors in order to make a final choice.

Project Deliverables

Specific consulting resources will be added to the OSS staff on an as-needed basis. The successful vendor will augment OSS staff to develop requirements, document and analyze the SVRS, ERS and VIP applications. The additional staff will work as part of and take direction from the OSS team to produce quality products on time and within budget. It is anticipated that one person will be engaged. Individuals whose resumes are submitted are assumed to be available to work an average of three-quarters time (30 hours per week) from the project start date to the project end date as indicated in the Project Milestones and Schedule section of this document. Detailed work orders will be used to engage appropriate resources on a time and materials basis.

Deliverables are quality software artifacts, meeting the requirements and needs of OSS.

This will include the following:

1. Requirements and Design documentation (using Visio, MS Word)

Project Milestones and Schedule

Project Start Date:	August 1, 2013
Key deliverable dates:	November 5, 2013 – Municipal and School District General Election
	May 20, 2014 – 2014 Filing Period Begins
	August 12, 2014 – Primary Election
	November 4, 2014 – General Election
End Date:	June 30, 2014
Anticipated Budget:	Up to \$150,000

Project Environment (State Resources)

Work for this project will be performed physically onsite at the Secretary of State’s office in Saint Paul, MN. OSS has staff involved in all of these projects, so any resources supplied as a result of this contract will be in addition to the current OSS team. OSS will provide the primary project management for this activity. OSS will provide all onsite hardware systems and software licenses for all tools used in this contract.

The vendor resource will be part of the team of approximately 5. OSS staff are experienced and knowledgeable with the technology (.NET, SQL), and support structures are in place for development, quality assurance testing, unit testing, and production deployment. OSS uses Microsoft tools (Visual Studio, Team Foundation Server) for development, project management, and QA processes.

Agency Project Requirements

The project must be implemented to meet agency requirements, including:

- Load-balanced, web-based design for statewide use
- OSS coding standards
- OSS security standards
- OSS project management standards
- OSS business analysis and documentation standards

Responsibilities Expected of the Selected Vendor

1. Design and development of SVRS, ERS, and other election-related projects.
2. Support and maintenance of existing functionality.
3. Provide detailed design documentation as required.
4. Participate in software development activities, such as design reviews, and validating releases.
5. Provide knowledge transfer as needed to OSS staff.
6. Participate in testing and defect resolution processes as required.
7. Provide detailed requirements specification documentation, including Business Requirements Document (BRD), data and process models, reference tables and other as required for SVRS, ERS, VIP and other election-related projects.
8. Participate in requirements gathering and definition as required.

Required Skills

For Business Analyst (1 required):

Technical Skills & Experience for Business Analyst (part of evaluation criteria):

1. Business Requirements documentation & processes (Minimum 3 years)
2. Experience with requirements for Web Development (Minimum 3 years)
3. Software Process management using Microsoft Team Foundation Server, particularly with traceability from defects to requirements (Minimum 2 years)
4. Experience validating initial code releases and validating defects against requirements (Minimum 2 years)
5. Familiarity with Relational Database design (normalized models, data integrity, data encryption) (Minimum 2 years)
6. Experience and ability using Structured Query Language (SQL) (Minimum 2 years)

Desired Skills

OSS Domain Experience (part of evaluation criteria):

1. Knowledge of OSS Election Reporting System (ERS) or similar
2. Knowledge of OSS Statewide Voter Registration System (SVRS) or similar
3. Knowledge of OSS Voter Information Portal or similar
4. Knowledge of Minnesota election processes or similar

Software development team experience (part of evaluation criteria):

1. Ability and experience working as part of a software development team using Team Foundation Server
2. Software process & methodology (design and code review, source control, quality assurance, test and deployment, change control processes, project management)
3. Requirements Analysis and design documentation, knowledge transfer
4. Ability and experience working with business subject matter experts.

The successful vendor will have available staff that will meet or exceed the skills and experience stated above. Work will typically be performed onsite at OSS, working with OSS management, Project Managers, or with software developers. Work will be managed via individual work orders, each with a specific work plan, deliverables and acceptance criteria.

Process Schedule

- Deadline for Questions: July 30, 2013, 3:00 PM Central Daylight Time (CDT)
- Anticipated Posted Response to Questions: August 1, 2013, 3:00 PM CDT
- Proposals due: August 8, 2013, 3:00 PM CDT
- Anticipated proposal evaluation begins: August 9, 2013
- Anticipated proposal evaluation & decision: August 16, 2013

Questions

Any questions regarding this Statement of Work should be submitted via e-mail according to the schedule above to:

Name: Matt McCollough, Project Manager
Department: OSS Elections Division
E-mail Address: matt.mccollough@state.mn.us

Questions and answers will be posted on the Office of Enterprise Technology web-site (http://mn.gov/buyit/statements/mcp902ts_active.html) according to the process schedule above.

SOW Evaluation Process

- Evaluation Process. Each vendor will be evaluated based on the following criteria:
 - Expertise-Skill sets and experience of individuals supplied
 - Familiarity with OSS software and hardware or similar applications/architecture
 - Corporate information (Location, Years in Business, References)
 - Cost

The Technical expertise, experience, OSS domain knowledge, and software development team scores may be modified based on candidate interviews of top vendors.

- Scoring/weighting
 - Technical skills, expertise, experience (30%)
 - OSS Elections & Voter Registration domain experience or similar applications/architecture experience (25%)
 - Software Development team experience (5%)
 - Corporate information (Location, Years in Business, experience) (5%)
 - Corporate references (5%)
 - Cost (30%)

Statement of Work does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.

Response Requirements

The response to this Statement of Work must be in a Microsoft Word Document or Adobe PDF format, and include the following:

- Brief “SOW response letter”
- Company overview (including years in business and location)
- Individual summary – OSS experience & skills
- Individual Resume. Note that we need exactly one Business Analyst resume.
- Individual Hourly Rates and Rate Schedule.
- Corporate References (3)
- Conflict of interest statement as it relates to this project
- Required forms to be returned or additional provisions that must be included in proposal
 - a) Affirmative Action Certificate of Compliance (if over \$100,000)
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
 - b) Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
 - c) Certification Regarding Lobbying
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
 - d) Veteran-Owned/Service Disabled Veteran-Owned Preference Form
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

Proposal Submission Instructions

- All responses are due at the time specified in the Process Schedule by EMAIL to the following address:

matt.mccollough@state.mn.us
- **Late responses will not be considered.** All costs incurred in responding to this Statements of Work will be borne by the responder.

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of a this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Liability

In the performance of this contract by Contractor, or Contractor’s agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney’s fees incurred by the state, to the extent caused by Contractor’s:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State’s sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State’s failure to fulfill its obligation under this contract.

Disposition of Responses

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the

evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFP, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

Responses to this solicitation must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which can be viewed at: http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf

Nonvisual Access Standards

Nonvisual access standards require:

- 1) The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;

- 2) That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
- 3) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- 4) That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-Owned Preference

In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference on state procurement to **certified small businesses** that are **majority-owned and operated by**:

- (1) recently separated veterans who have served in active military service, at any time on or after September 11, 2001, and who have been discharged under honorable conditions from active service, as indicated by the person's United States Department of Defense form DD-214 or by the commissioner of veterans affairs;
- (2) veterans with service-connected disabilities, as determined at any time by the United States Department of Veterans Affairs; or
- (3) any other veteran-owned small businesses certified under section [16C.19](#), paragraph (d).

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, **attach documentation, sign and return the Veteran-Owned Preference Form with your response to the solicitation.** Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.